



**National Medicare Education Program
Coordinating Committee Meeting
Wednesday, January 20, 1999
9:00 a.m. to 1:00 p.m.
Loew's L'Enfant Plaza Hotel
Washington, DC**

AGENDA

8:30 a.m. – 9:00 a.m.	Registration	All Participants
9:00 a.m. – 9:15 a.m.	Welcome and Introductions	Carol Cronin Director Center for Beneficiary Services Central Office
9:15 a.m. – 9:30 a.m.	NMEP Update	Carol Cronin
9:30 a.m. – 10:15 a.m.	Telephone Customer Service Approach	Michael McMullan Deputy Director Center for Beneficiary Services Central Office
10:15 a.m. – 11:15 a.m.	The Bridge Between National and Local Partners	Lis Handley Director Partnership Development Group Central Office Carl Hawkins Associate Regional Administrator for Beneficiary Services Kansas City Regional Office
11:15 a.m. – 11:30 a.m.	BREAK	
11:30 a.m. – 12:00 noon	Updates on Health Employer Data Information Set (HEDIS) and Consumer Assessment of Health Plans Survey (CAHPS)	Beth Kosiak Health Insurance Specialist Planning and Analysis Group Central Office
12:00 noon – 12:50 p.m.	Lessons Learned – Group Discussion <ul style="list-style-type: none">➤ The first Medicare + Choice campaign is over. As we begin planning activities, what lessons have we learned that we can use for future campaigns?➤ What has worked well for you?➤ What has not worked well for you?	Michael McMullan
12:50 p.m. – 1:00 p.m.	Agenda Items for Next Meeting	All Participants
1:00 p.m.	ADJOURN	